



Ref : STS/MD/03/1009/23  
Date : 22 June 2011

### CIRCULAR TO THE PARENTS

Dear Parents,

#### **Greetings from School Transport Services LLC (STS)!**

We take this opportunity to thank the parents of large number of students who have entrusted us with the responsibility of transporting their children to and from the school every day. We deeply appreciate the trust and confidence you have placed in us.

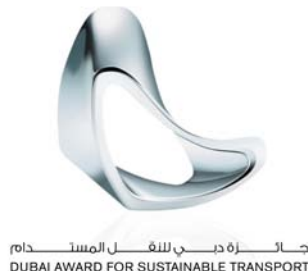
We, as the most preferred and responsible School Transport provider in the UAE, have been striving hard to provide our students with the best possible – safe and convenient - service. We trust that the students who use our service are satisfied and enjoy their ride in the bus.

We are pleased to let you know that **STS has been honored with the prestigious Dubai Award for Sustainable Transport 2010 in the category of School Transportation by H.H. Sheikh Maktoum Bin Rashid Al Maktoum, Deputy Ruler of Dubai.**

I am pleased to inform you that we have just received **ISO 9001:2008 (Quality) System Certification (UKAS Management Systems) and OHSAS 18001:2007 (Occupational Health & Safety) System Certification (Swiss Certification) for the scope of provisioning of "Transport Services to the Schools, Hotel and Tourism in the U.A.E."** STS may be the only school transportation company in the world that is awarded with ISO certifications. It speaks of our commitment for quality of service and safety of our passengers.

**STS has a highly efficient Control Room** which monitors the movement of more than 1100 buses, covering 130,000 kms, every day. All our buses are installed with GPS and have Electronic attendance system. STS may be, once again, the only company in the world which monitors the movement of about 50,000 students every day when they board and de-board the buses –more than 200,000 scanning of identity cards every day.

**STS has now joined hands with G4S**, the UAE based subsidiary of the world's leading security solutions company to install Video Surveillance System (CCTVs) in all our buses. Commenting on the project Mr. Mohammed Al Taneiji, Corporate Communications Director at G4S stated "We consider it a great privilege to partner with STS and to equip their entire fleet of more than 1,000 school buses with Video Surveillance System, **one of the largest CCTV installations in the world.** The system will record on a purpose built and rugged Digital Video Recorder (DVR). As such, not only will the children be protected through the physical





deterrent of continuous monitoring during travel, but evidence will be recorded in the event of any untoward incident occurring. This evidence will be stored in a tamper proof DVR for a significant period of time and will provide corroboratory evidence when required. Our global and local field expertise in operating Video Surveillance Systems will enhance the safety of students travelling in these school buses, while giving parents and schools peace of mind.”

**All the buses will be installed with GPS and Electronic Attendance System and will also have the Video Surveillance System. It is mandatory to have the bar coded ID cards to travel in the bus.**

There is a Customer Care Executive of STS available in every school where we operate to support students and parents. However, if parents have any concern or notice any incident they should immediately contact us on 800STSS (8007877) or by mail to [complaints@stss.ae](mailto:complaints@stss.ae). You are invited to visit our website frequently for all new developments, notifications, contact details, safety guidance, terms and conditions.

**You are requested to register for the transport service for the academic year 2011-2012 before 25<sup>th</sup> June 2011 to ensure the availability of the transport facility. The existing transport users must also re - register to continue the service. Please find attached the Registration Form, Terms & Conditions and Rate List. Parents are requested to submit the following documents, duly signed, at the STS counter in the school to avail the transport service:**

- Student Registration Form
- Terms & Conditions

We want to ensure that our safety features and the services you use are comparable with the best in the world. However, whatever measures we take, absolute safety is possible only if the bus operator, parents and the schools work closely together.

We take this opportunity to thank you, once again, for all your support.

Yours sincerely,

**Col (Retd) M L Augustine**  
Managing Director



جائزة دبي للنقل المستدام  
DUBAI AWARD FOR SUSTAINABLE TRANSPORT

